

Leader and software engineer with a decade of experience architecting, designing, creating, managing, testing, and trouble shooting data-centric and user-centric software at scale. Experienced mentor with strong problem solving and decision-making skills.

## PROFESSIONAL EXPERIENCE

### **Amazon.com (11/2020 – 10/2022)**

<https://www.amazon.com/>

Backend/Data Software Development Engineer II  
Seattle, Washington

- Independently created engineer onboarding model that decreased average hire-to-first code commit by about two weeks per engineer on average.
- Planned, implemented, and launched world-wide AWS microservice based service. Project involved region-based integration with new AWS based API while maintaining complete backwards-compatibility with existing API during incremental world-wide rollout. Project was completed five months ahead of schedule.
- Created and implemented new processes to decrease DevOps average backlog size from 120+ trouble tickets to average of 50.
- Worked with internationally distributed teams to upgrade and maintain the Voice of the Customer system that serves as primary data aggregator for all Amazon systems, external data sources, and communications.

### **Blue Pillar, Inc (03/2018 – 04/2020)**

<https://www.bluepillar.com>

Full Stack Senior Software Developer  
Indianapolis, Indiana

- Technical leader and mentor. Implemented team-wide use of TDD. Successfully encouraged and implemented code quality standards and best practices that greatly reduced number of bugs and time spent troubleshooting
- Led the architectural and UI redesign and complete rewrite of primary user-facing application. Migrated legacy system from self-hosted to Azure. Development for new application suite was completed in less than 20% of the time needed to create the original application. Completed a zero-downtime live migration due to intentional backwards compatibility of new suite to old application
- Go-to person for customer support engineering issues and application design decisions
- Reduced discovery-to-resolution time for 95% of all customer support issues from an average of five hours to two minutes
- Created utilities and mentored customer support analysts to enable them to troubleshoot and resolve complex issues without engineering oversight. Thereby reducing time to resolution for clients and increasing time spent on new development
- Created and managed relational databases including creating optimized queries, stored procedures, and functions for software and API integration and database maintenance

### **FORUM Credit Union (07/2015 – 03/2018)**

<https://www.forumcu.com/>

Full Stack Software Developer  
Indianapolis, Indiana

- Solely responsible for developing and maintaining web-based teller application using .NET MVC framework. Development and maintenance included two websites, multiple APIs, multiple databases, error logging, and automated reporting
- Responsible for requirements gathering, coding, creating and writing functional unit and acceptance tests, production support, documentation, and patch and version deployments
- Maintained and modified SQL Server databases including stored procedures, jobs, integration services, and migrating databases
- Tracked and solved tickets for enhancements and defects

### **Cerner Corporation (06/2013 – 07/2015)**

<https://www.cerner.com/>

Technical Support Analyst

Kansas City, Missouri

- Identified need for and developed and distributed code base to facilitate issue resolution. This initiative decreased time to resolution by approximately half
- Created repository to asynchronously share knowledge of and solutions to new and known issues with associates which led to faster resolution times across the board
- Received multiple awards for providing excellent turnaround times and client satisfaction

## LEADERSHIP EXPERIENCE

### **Camp Fire USA**

<https://campfire.org/>

7 years - Americorp Promise Fellow / Program Coordinator / Volunteer Coordinator

### **Passages LGBT Youth Center**

<https://www.kcavp.org/passages>

2 years – Board of Directors